MicroPact icomplaints System

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Wed Apr 27 13:56:24 EDT 2016

Equal Employment Opportunity Data Posted Pursuant to the No Fear Act:

U.S. Customs and Border Protection
2nd Quarter 2016 for period ending March 31, 2016

Complaint Activity	Comparative Data					
	Previous Fiscal Year Data					2016 Thru 03-31
	2011	2012	2013	2014	2015	
Number of Complaints Filed	328	261	245	220	235	147
Number of Complainants	294	245	229	207	226	142
Repeat Filers	28	14	16	10	9	5

Complaints by Basis	Comparative Data					
	Previous Fiscal Year Data					2016 Thru 03-31
Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints filed.	2011	2012	2013	2014	2015	
Race	94	59	66	63	59	36
Color	17	18	13	15	14	10
Religion	21	13	9	11	11	5
Reprisal	165	119	106	110	109	66
Sex	99	87	76	65	75	43
PDA	0	4	1	2	6	1
National Origin	78	57	44	50	49	35
Equal Pay Act	1	0	1	0	0	0
Age	90	88	71	47	82	43
Disability	73	52	38	48	55	42
Genetics	0	0	2	2	0	2
Non-EEO	19	14	7	7	15	8

Complaints by Issue	Comparative Data					
	Previous Fiscal Year Data					2016 Thru 03-31
Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints filed.	2011	2012	2013	2014	2015	
Appointment/Hire	21	9	9	9	12	4
Assignment of Duties	43	45	26	32	25	29
Awards	5	5	3	4	8	6
Conversion to Full Time/Perm Status	0	0	0	0	0	1
Disciplinary Action						
Demotion	2	3	0	1	1	0
Reprimand	29	10	18	14	7	1
Suspension	25	15	12	14	11	8
Removal	5	3	0	1	2	2
Other	0	0	0	0	0	0
Duty Hours	8	6	5	2	4	3
Perf. Eval./ Appraisal	13	4	6	2	6	2
Examination/Test	4	1	4	2	2	1
Harassment						
Non-Sexual	122	89	88	103	93	65
Sexual	9	7	10	11	14	3
Medical Examination	4	7	3	6	6	4
Pay including overtime	10	11	10	15	7	0
Promotion/Non-Selection	60	56	46	41	48	32
Reassignment						
Denied	12	9	12	8	13	6
Directed	11	7	5	6	2	0
Reasonable Accommodation Disability	15	11	10	13	7	8
Reinstatement	3	1	0	2	3	0

Religious Accommodation	0	0	0	0	0	1
Retirement	2	2	1	3	1	1
Sex-Stereotyping	0	0	0	0	0	0
Telework	0	0	0	0	0	1
Termination	56	16	5	8	12	6
Terms/Conditions of Employment	59	27	15	13	14	7
Time and Attendance	24	22	8	8	11	11
Training	14	6	8	5	2	3
Other						
Workforce transformation	0	0	0	0	0	0
User Defined - Other 2	0	0	0	0	0	4
User Defined - Other 3	0	0	0	0	0	0
User Defined - Other 4	0	0	0	0	0	0

Processing Time	Comparative Data					
	Previous Fiscal Year Data					2016 Thru 03-31
	2011	2012	2013	2014	2015	
Complaints pending during fiscal year						
Average number of days in investigation	0	0	0	0	0	157.48
Average number of days in final action	0	0	0	0	0	65.05
Complaint pending during fiscal year where hearing was requested						
Average number of days in investigation	140.97	179.53	160.28	191.69	168.19	161.74
Average number of days in final action	24.19	21.87	25.00	36.55	37.35	53.56
Complaint pending during fiscal year where hearing was not requested						
Average number of days in investigation	145.60	168.56	175.46	184.36	160.80	155.24
Average number of days in final action	379.39	210.22	149.17	103.64	67.58	81.94

Complaints Dismissed by Agency	Comparative Data					
	Previous Fiscal Year Data					2016 Thru 03-31
	2011	2012	2013	2014	2015	
Total Complaints Dismissed by Agency	53	32	32	37	27	14
Average days pending prior to dismissal	106	109	140	103	78	105
Complaints Withdrawn by Complainants						
Total Complaints Withdrawn by Complainants	30	45	18	27	34	21

Total Final Agency Actions Finding Discrimination	Comparative Data											
	Previous Fiscal Year Data										2016 Thru 03-31	
	2011		2012		2013		2014		2015			
	#	%	#	%	#	%	#	%	#	%	#	%
Total Number Findings	4		5		2		4		1		8	
Without Hearing	0	0	1	20	1	50	0	0	0	0	5	63
With Hearing	4	100	4	80	1	50	4	100	1	100	3	38

Findings of Discrimination Rendered by Basis	Comparative Data											
	Previous Fiscal Year Data										2016 Thru 03-31	
Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints and findings.	2011		2012		2013		2014		2015			
	#	%	#	%	#	%	#	%	#	%	#	%
Total Number Findings	4		5		2		5		2		8	
Race	1	25	0	0	0	0	1	20	0	0	2	25
Color	0	0	1	20	0	0	0	0	0	0	1	13
Religion	1	25	0	0	0	0	0	0	0	0	0	0
Reprisal	1	25	3	60	1	50	1	20	0	0	5	63
Sex	0	0	3	60	0	0	2	40	0	0	6	75
PDA	0	0	0	0	0	0	0	0	0	0	0	0
National Origin	1	25	1	20	0	0	2	40	0	0	3	38
Equal Pay Act	0	0	0	0	0	0	0	0	0	0	0	0
Age	0	0	1	20	0	0	2	40	2	100	2	25
Disability	1	25	0	0	1	50	3	60	0	0	3	38
Genetics	0	0	0	0	0	0	0	0	0	0	0	0
Non-EEO	0	0	1	20	0	0	0	0	0	0	1	13
Findings After Hearing	4		4		1		3		1		3	
Race	1	25	0	0	0	0	1	33	0	0	1	33
Color	0	0	0	0	0	0	0	0	0	0	0	0
Religion	1	25	0	0	0	0	0	0	0	0	0	0
Reprisal	1	25	3	75	1	100	1	33	0	0	3	100
Sex	0	0	3	75	0	0	0	0	0	0	3	100
PDA	0	0	0	0	0	0	0	0	0	0	0	0
National Origin	1	25	0	0	0	0	1	33	0	0	3	100
Equal Pay Act	0	0	0	0	0	0	0	0	0	0	0	0
Age	0	0	1	25	0	0	1	33	1	100	2	67

Disability	1	25	0	0	0	0	2	67	0	0	1	33
Genetics	0	0	0	0	0	0	0	0	0	0	0	0
Non-EEO	0	0	1	25	0	0	0	0	0	0	0	0
Findings Without Hearing	0		1		1		2		1		5	
Race	0	0	0	0	0	0	0	0	0	0	1	20
Color	0	0	1	100	0	0	0	0	0	0	1	20
Religion	0	0	0	0	0	0	0	0	0	0	0	0
Reprisal	0	0	0	0	0	0	0	0	0	0	2	40
Sex	0	0	0	0	0	0	2	100	0	0	3	60
PDA	0	0	0	0	0	0	0	0	0	0	0	0
National Origin	0	0	1	100	0	0	1	50	0	0	0	0
Equal Pay Act	0	0	0	0	0	0	0	0	0	0	0	0
Age	0	0	0	0	0	0	1	50	1	100	0	0
Disability	0	0	0	0	1	100	1	50	0	0	2	40
Genetics	0	0	0	0	0	0	0	0	0	0	0	0
Non-EEO	0	0	0	0	0	0	0	0	0	0	1	20

Findings of Discrimination Rendered by Issue	Comparative Data											
	Previous Fiscal Year Data										2016 Thru 03-31	
	2011		2012		2013		2014		2015			
	#	%	#	%	#	%	#	%	#	%	#	%
Total Number Findings	4		5		2		5		2		8	
Appointment/Hire	0	0	0	0	0	0	0	0	0	0	0	0
Assignment of Duties	0	0	1	20	0	0	2	40	0	0	2	25
Awards	0	0	0	0	0	0	0	0	0	0	1	13
Conversion to Full Time/Perm Status	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action												
Demotion	0	0	0	0	0	0	0	0	0	0	0	0
Reprimand	0	0	0	0	0	0	0	0	0	0	0	0
Suspension	0	0	0	0	0	0	1	20	0	0	0	0
Removal	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
Duty Hours	0	0	0	0	0	0	0	0	0	0	0	0
Perf. Eval./ Appraisal	0	0	1	20	0	0	0	0	0	0	0	0
Examination/Test	0	0	0	0	0	0	0	0	0	0	0	0
Harassment												
Non-Sexual	2	50	1	20	0	0	3	60	1	50	2	25
Sexual	0	0	0	0	0	0	0	0	0	0	2	25
Medical Examination	0	0	0	0	0	0	0	0	0	0	0	0
Pay including overtime	0	0	1	20	0	0	0	0	0	0	0	0
Promotion/Non-Selection	0	0	2	40	0	0	2	40	1	50	2	25
Reassignment												
Denied	0	0	0	0	0	0	0	0	0	0	0	0
Directed	0	0	0	0	1	50	1	20	0	0	0	0
Reasonable Accommodation Disability	2	50	0	0	1	50	0	0	0	0	1	13
Reinstatement	0	0	0	0	0	0	0	0	0	0	0	0

Religious Accommodation	0	0	0	0	0	0	0	0	0	0	0	0
Retirement	0	0	0	0	0	0	0	0	0	0	0	0
Sex-Stereotyping	0	0	0	0	0	0	0	0	0	0	0	0
Telework	0	0	0	0	0	0	0	0	0	0	0	0
Termination	1	25	0	0	0	0	0	0	1	50	0	0
Terms/Conditions of Employment	0	0	0	0	0	0	0	0	0	0	0	0
Time and Attendance	0	0	0	0	0	0	1	20	0	0	0	0
Training	0	0	0	0	0	0	0	0	0	0	0	0
Other - User Define												
Workforce transformation	0	0	0	0	0	0	0	0	0	0	0	0
User Defined - Other 2	0	0	0	0	0	0	0	0	0	0	0	0
User Defined - Other 3	0	0	0	0	0	0	0	0	0	0	0	0
User Defined - Other 4	0	0	0	0	0	0	0	0	0	0	0	0
Findings After Hearing	4		4		1		3		1		3	
Appointment/Hire	0	0	0	0	0	0	0	0	0	0	0	0
Assignment of Duties	0	0	1	25	0	0	1	33	0	0	1	33
Awards	0	0	0	0	0	0	0	0	0	0	1	33
Conversion to Full Time/Perm Status	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action												
Demotion	0	0	0	0	0	0	0	0	0	0	0	0
Reprimand	0	0	0	0	0	0	0	0	0	0	0	0
Suspension	0	0	0	0	0	0	1	33	0	0	0	0
Removal	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
Duty Hours	0	0	0	0	0	0	0	0	0	0	0	0
Perf. Eval./ Appraisal	0	0	1	25	0	0	0	0	0	0	0	0
Examination/Test	0	0	0	0	0	0	0	0	0	0	0	0
Harassment												
Non-Sexual	2	50	0	0	0	0	3	100	1	100	0	0

Sexual	0	0	0	0	0	0	0	0	0	0	0	0
Medical Examination	0	0	0	0	0	0	0	0	0	0	0	0
Pay including overtime	0	0	1	25	0	0	0	0	0	0	0	0
Promotion/Non-Selection	0	0	2	50	0	0	1	33	0	0	2	67
Reassignment												
Denied	0	0	0	0	0	0	0	0	0	0	0	0
Directed	0	0	0	0	1	100	0	0	0	0	0	0
Reasonable Accommodation Disability	2	50	0	0	0	0	0	0	0	0	0	0
Reinstatement	0	0	0	0	0	0	0	0	0	0	0	0
Religious Accommodation	0	0	0	0	0	0	0	0	0	0	0	0
Retirement	0	0	0	0	0	0	0	0	0	0	0	0
Sex-Stereotyping	0	0	0	0	0	0	0	0	0	0	0	0
Telework	0	0	0	0	0	0	0	0	0	0	0	0
Termination	1	25	0	0	0	0	0	0	1	100	0	0
Terms/Conditions of Employment	0	0	0	0	0	0	0	0	0	0	0	0
Time and Attendance	0	0	0	0	0	0	1	33	0	0	0	0
Training	0	0	0	0	0	0	0	0	0	0	0	0
Other - User Define												
Workforce transformation	0	0	0	0	0	0	0	0	0	0	0	0
User Defined - Other 2	0	0	0	0	0	0	0	0	0	0	0	0
User Defined - Other 3	0	0	0	0	0	0	0	0	0	0	0	0
User Defined - Other 4	0	0	0	0	0	0	0	0	0	0	0	0
Findings Without Hearing	0		1		1		2		1		5	
Appointment/Hire	0	0	0	0	0	0	0	0	0	0	0	0
Assignment of Duties	0	0	0	0	0	0	1	50	0	0	1	20
Awards	0	0	0	0	0	0	0	0	0	0	0	0
Conversion to Full Time/Perm Status	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action												
Demotion	0	0	0	0	0	0	0	0	0	0	0	0

Reprimand	0	0	0	0	0	0	0	0	0	0	0	0
Suspension	0	0	0	0	0	0	0	0	0	0	0	0
Removal	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
Duty Hours	0	0	0	0	0	0	0	0	0	0	0	0
Perf. Eval./ Appraisal	0	0	0	0	0	0	0	0	0	0	0	0
Examination/Test	0	0	0	0	0	0	0	0	0	0	0	0
Harassment												
Non-Sexual	0	0	1	100	0	0	0	0	0	0	2	40
Sexual	0	0	0	0	0	0	0	0	0	0	2	40
Medical Examination	0	0	0	0	0	0	0	0	0	0	0	0
Pay including overtime	0	0	0	0	0	0	0	0	0	0	0	0
Promotion/Non-Selection	0	0	0	0	0	0	1	50	1	100	0	0
Reassignment												
Denied	0	0	0	0	0	0	0	0	0	0	0	0
Directed	0	0	0	0	0	0	1	50	0	0	0	0
Reasonable Accommodation Disability	0	0	0	0	1	100	0	0	0	0	1	20
Reinstatement	0	0	0	0	0	0	0	0	0	0	0	0
Religious Accommodation	0	0	0	0	0	0	0	0	0	0	0	0
Retirement	0	0	0	0	0	0	0	0	0	0	0	0
Sex-Stereotyping	0	0	0	0	0	0	0	0	0	0	0	0
Telework	0	0	0	0	0	0	0	0	0	0	0	0
Termination	0	0	0	0	0	0	0	0	0	0	0	0
Terms/Conditions of Employment	0	0	0	0	0	0	0	0	0	0	0	0
Time and Attendance	0	0	0	0	0	0	0	0	0	0	0	0
Training	0	0	0	0	0	0	0	0	0	0	0	0
Other - User Define												
Workforce transformation	0	0	0	0	0	0	0	0	0	0	0	0
User Defined - Other 2	0	0	0	0	0	0	0	0	0	0	0	0
User Defined - Other 3	0	0	0	0	0	0	0	0	0	0	0	0

User Defined - Other 4	0	0	0	0	0	0	0	0	0	0	0	0

Pending Complaints Filed in Previous Fiscal Years by Status	Comparative Data					
	Previous Fiscal Year Data					2016 Thru 03-31
	2011	2012	2013	2014	2015	
Total complaints from previous Fiscal Years	405	405	356	210	223	312
Total Complainants	339	341	299	180	188	269
Number complaints pending						
Investigation	6	6	1	0	0	12
ROI issued, pending Complainant's action	0	0	0	0	1	8
Hearing	135	175	161	191	210	0
Final Agency Action	20	14	12	18	11	24
Appeal with EEOC Office of Federal Operations	59	59	66	221	55	53

Complaint Investigations	Comparative Data					
	Previous Fiscal Year Data					2016 Thru 03-31
	2011	2012	2013	2014	2015	
Pending Complaints Where Investigations Exceed Required Time Frames	10	8	5	0	0	0